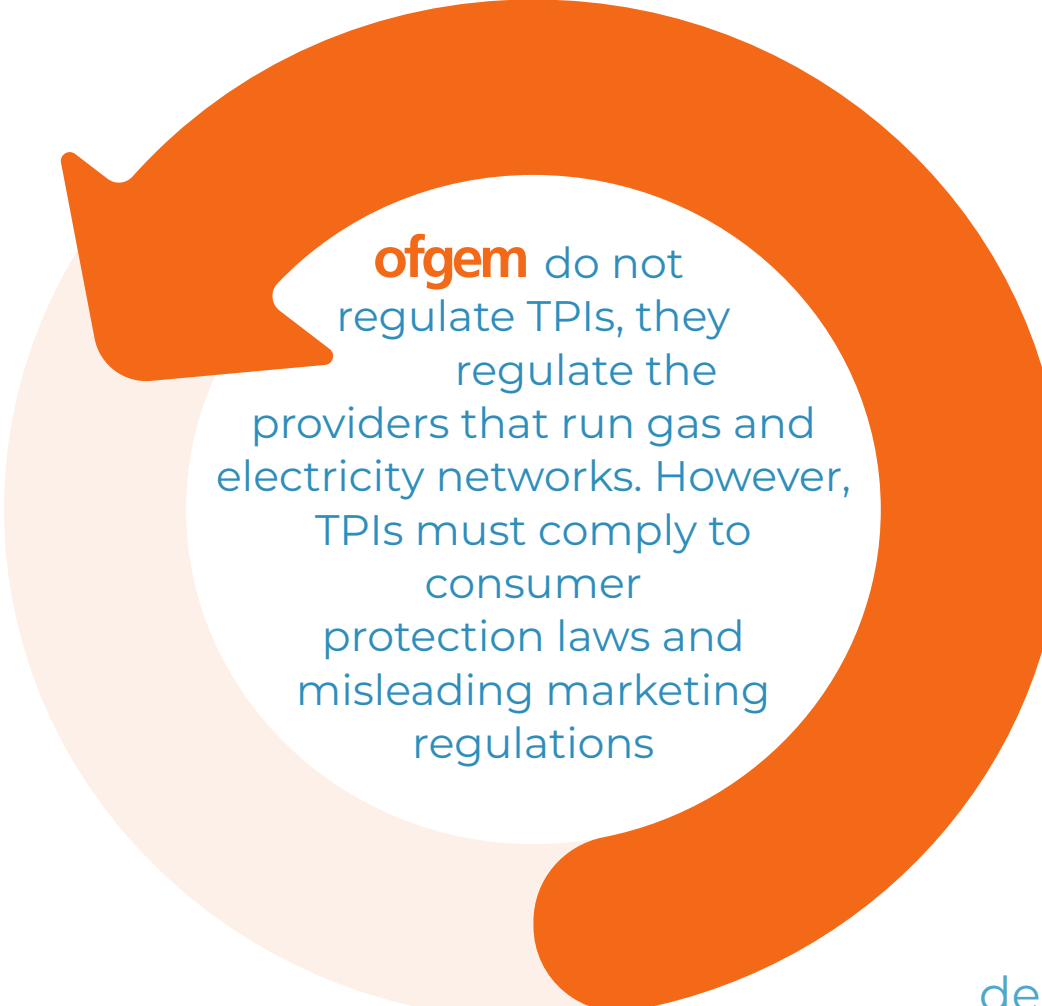


ofgem 6 Principles of Operation

Office of Gas and Electricity Markets (Ofgem) is a non-ministerial government department, they regulate major energy providers, reviewing price fluctuation and act as enforcement. They operate on the interests of the consumer and improvements to the environment.



ofgem do not regulate TPIs, they regulate the providers that run gas and electricity networks. However, TPIs must comply to consumer protection laws and misleading marketing regulations

“Third Party Intermediaries are **organisations** or individuals that give **energy- related advice**, aimed at **helping you** to buy energy and/or manage your energy needs.”

ofgem official energy market regulators for the UK

Honesty
We identify ourselves and our services immediately to the businesses we contact. We are honest when representing either provider or consumer to one another as well.

Customer-focused
The few complaints we receive are recorded, investigated and effectively dealt with. We either make amends with your business or take steps to prevent it from happening again.

Transparency
There will always be a guarantee of your understanding. Before contract grounds are reached we will be sure that you know what the principle terms of the agreement are, including items such as payment methods and services.

Accuracy
Our consumers will be given the details of our search, with what definitions we have looked through the market. These proposed results will be presented to you clearly.

Professionalism
Our staff work through a three-tier training program meaning your business is assured the quality and expertise it deserves.

Respect
We respect your businesses' wishes and act on them to the best of our ability, should the you have any demands simply contact us and we will work with you.

